

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91748
Tel (562) 908-8400 • Fax (562) 908-0459



BRYCE YOKOMIZO
Director



January 25, 2005

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

David Sanders, Ph.D.
Director of Department of Children and Family Services

Marvin Southard, D.S.W. *DM for MJS*
Director of Department of Mental Health

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

**SUBJECT: REPORT ON PROTOCOL WITH MIDNIGHT MISSION
(BOARD ORDER #61 – DECEMBER 14, 2004)**

This is to provide you with the last two weekly reports on the implementation of the protocol developed with the Midnight Mission in Skid Row to assist homeless families at the Mission.

We will continue to provide a weekly report to your Board through June 2005.

BY:fw

Attachments

c: Chief Administrative Office
County Counsel
Executive Officer, Board of Supervisors
Los Angeles Homeless Services Authority
Public Counsel

WEEKLY REPORT ON MIDNIGHT MISSION FAMILIES

Week of Monday 01/10/05 through Sunday 01/16/05

	This Week	Since Program Started: 12/13/2004
A. Families referred to DPSS		
1. Number of families referred	1	11
a) Number of adults	2	15
b) Number of children	2	26
Ages 0-4	2	8
Ages 5-10	0	12
Ages 11-14	0	4
Ages 15+	0	2
2. Disposition of referrals		
a) Homeless Assistance		
1) Number of families to whom CalWORKs Homeless Assistance funding for shelter issued	1	4
2) Number of families not eligible for CalWORKs Homeless Assistance funding and placed in a family shelter	0	7
b) CalWORKs Status		
1) Number of families already on aid	1	8
2) Number of families approved and issued CalWORKs	0	2
3) Number of families denied	0	1
Reasons for application denial:		
o did not return to the district office to complete the application process	0	1
o subsequently determined ineligible	0	0

	This Week	Since Program Started: 12/13/2004
B. Reason for homelessness		
1. Evicted	1	10
2. Domestic violence	0	0
3. Moved from another County/State	0	1
4. Prior home declared uninhabitable	0	0
5. No other shelter available	0	0
C. Case Management		
1. Specialized Supportive Services		
a) Number of families screened	1	10
b) Number of families referred for:		
o mental health services	0	1
o domestic violence services	0	0
o substance abuse services	0	0
2. Child Protective Services (CPS)		
Number of families referred to DCFS	0	0

WEEKLY REPORT ON MIDNIGHT MISSION FAMILIES

Week of Monday 01/17/05 through Sunday 01/23/05

	This Week	Since Program Started: 12/13/2004
A. Families referred to DPSS		
1. Number of families referred	2	13
a) Number of adults	3	18
b) Number of children	4	30
Ages 0-4	2	10
Ages 5-10	2	14
Ages 11-14	0	4
Ages 15+	0	2
2. Disposition of referrals		
a) Homeless Assistance		
1) Number of families to whom CalWORKs Homeless Assistance funding for shelter issued	2	6
2) Number of families not eligible for CalWORKs Homeless Assistance funding and placed in a family shelter	0	7
b) CalWORKs Status		
1) Number of families already on aid	2	10
2) Number of families approved and issued CalWORKs	0	2
3) Number of families denied	0	1
Reasons for application denial:		
o did not return to the district office to complete the application process	0	1
o subsequently determined ineligible	0	0

	This Week	Since Program Started: 12/13/2004
B. Reason for homelessness		
1. Evicted	2	12
2. Domestic violence	0	0
3. Moved from another County/State	0	1
4. Prior home declared uninhabitable	0	0
5. No other shelter available	0	0
C. Case Management		
1. Specialized Supportive Services		
a) Number of families screened	2	12
b) Number of families referred for:		
o mental health services	0	1
o domestic violence services	0	0
o substance abuse services	0	0
2. Child Protective Services (CPS)		
Number of families referred to DCFS	0	0

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BRYCE YOKOMIZO
Director



Board of Supervisors

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Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

January 18, 2005

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **STATUS REPORT ON DPSS RESPONSE TO THE COMMITTEE ON REVIEW AND EVALUATION OF CalWORKs (CORE) REPORT ON DPSS SOCIAL SERVICES DESIGNED TO OVERCOME BARRIERS TO PROGRAM PARTICIPATION AND EMPLOYMENT**

This is to provide you with a status report on my department's activities relative to the CORE Report on CalWORKs Specialized Supportive Services, since our last report dated October 14, 2004.

BACKGROUND

On November 10, 2003, the Commission for Public Social Services (PSS) submitted its Committee Report and recommendations to the Board of Supervisors. On January 15, 2004, we provided your Board with our response to that report and committed to provide quarterly status reports on the activities outlined in the action plan to enhance the delivery of specialized supportive services. This is our fourth report to the Board.

STATUS REPORT

1. Study on Sanctions

The Chief Administrative Office's (CAO) Service Integration Branch (SIB) completed the draft report of the sanction study. While we previously reported that the report would be released in November 2004, reanalysis of data and reformatting to enhance readability has resulted in delays. The report is now targeted to be delivered to the Board in March 2005.

2. GAIN Home Visit Outreach

As you may recall, the GAIN Home Visit Outreach pilot was implemented on July 6, 2004, with the intent of preventing participants with a previously identified supportive services need from being sanctioned, and enable those who have been sanctioned to cure their sanction and access needed services.

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As of November 30, 2004, preliminary pilot results indicate that for approximately 72% of participants with whom contact has been established, the compliance issue was positively resolved, thus avoiding/ending a financial sanction. A formal evaluation of the effectiveness of this pilot will be conducted jointly by CAO/SIB. The evaluation report is targeted for completion by late 2005.

3. Follow-Up Activities by Service Providers

I am pleased to report that the pilot involving the Community Assessment Service Center (CASC) staff, targeted for November 1, 2004, was implemented in the East and West San Fernando Valley GAIN Offices on schedule and in the West County GAIN Region on December 1, 2004. As you may recall, this pilot provides participants the opportunity to self-disclose and discuss service needs directly with CASC outreach staff. The goal is to build a trusting partnership between all key players including the participant, CASC and DPSS staff. CASC and DPSS staff will collaboratively remain involved with the participant by providing support and follow-up to ensure that the participant attends his/her clinical assessment and subsequent referral to treatment, as appropriate.

As previously reported, to enhance communication with service providers, the mailing of the progress reports was automated on September 27, 2004. Preliminary results indicate overall satisfaction with this automated process. We are compiling a report on the number of progress reports generated to, and received from, the service providers and we are evaluating and monitoring progress results for participants in specialized supportive services. The goal is to identify participants who may be losing interest and momentum in seeking and remaining engaged in services and providing them with added support to remove their barriers, complete the program and become self-sufficient.

4. Utilization of Professional Staff

As reported, we received approval from the Department of Human Resources (DHR) to hire seven staff with a Master's Degree in Social Work (MSW) at the classification level of Staff Development Specialist, Social Work. As we do not have an eligible list for this position, we are exploring with DHR other appropriate recruitment options for these positions.

5. Monitoring Effectiveness

As reported previously, we continue to work on developing strategies to produce effective management reports to objectively evaluate the effectiveness and utilization of Specialized Supportive Services. Towards this end, we have:

Each Supervisor
January 18, 2005
Page Three

- Enhanced our data tracking system.
- Collaborated with our partnering departments to identify data elements to reconcile our records. Effective November 1, 2004, we centralized our invoice reconciliation process to track expenditures against services received by participants.
- Incorporated performance requirements in our Memoranda of Understanding with our partnering departments.

I will provide you with an update on the above activities in April 2005.

BY:jd

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Chairman, Commission for Public Social Services
Director, Department of Mental Health
Director, Department of Health Services
Director, Community and Senior Services

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BRYCE YOKOMIZO
Director

January 18, 2005

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: DIRECT DEPOSIT QUARTERLY REPORT

Board of Supervisors

GLORIA MOLINA

First District

YVONNE B. BURKE

Second District

ZEV YAROSLAVSKY

Third District

DON KNABE

Fourth District

MICHAEL D. ANTONOVICH

Fifth District

This is to provide you with a final update on the Direct Deposit Program. For the fourth quarter of 2004 (October – December), the average number of monthly cash issuances by direct deposit decreased from 12,238 to 10,418. However, as you may recall, the previous increase from 10,770 to 12,238 was largely attributed to the number of supplemental payments issued in September 2004 as a result of the CalWORKs Cost of Living Adjustment (COLA). The fourth quarter's performance was consistent with the average number of direct deposit payments in 2004.

The following chart details the payments issued for the quarter:

Month	Payments Using Direct Deposit		Total
	Monthly	Supplemental*	
October	9,394	1,282	10,676
November	9,168	1,074	10,242
December	9,229	1,108	10,337

* Supplemental Payments are payments that are authorized and generated after the system cut-off date for the payment month. These payments may include additional eligible benefits for the month due to a change in income and/or household composition, or the regular monthly benefit.

We remain focused on our outreach efforts to increase the number of direct deposit cases due to the advantages of direct deposit to our participants. With direct deposit, benefits are automatically deposited on the first of each month and there is no staggered benefit date, as with EBT. Furthermore, through direct deposit participants can establish relationships with financial depository institutions, which will assist them in their transition from public assistance to the mainstream economy.

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We will continue with our ongoing outreach efforts, which include:

- Reviewing direct deposit material with CalWORKs applicants during their home interview;
- Reviewing direct deposit material with all cash aid applicants/participants during the intake process, and any point of contact thereafter;
- Including direct deposit information in CalWORKs packages mailed to participants as part of their annual redetermination of eligibility; and
- Collocating bank representatives at additional district offices based on the availability of banking representatives willing to collocate.

As Direct Deposit is now an established ongoing program (in place since 2002), we will provide your Board with updates as significant changes in the Direct Deposit Program occur.

BY:gh

c: Auditor-Controller
Chief Administrative Officer
County Counsel

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



Board of Supervisors
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MICHAEL D. ANTONOVICH
Fifth District

January 18, 2005

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**RECOMMENDATION TO APPROVE AMENDMENT NUMBER FIVE
TO MODIFY CONTRACT NUMBER 73391 WITH THE INFORMATION & REFERRAL
FEDERATION OF LOS ANGELES COUNTY (INFO LINE) FOR THE
IMPLEMENTATION OF THE COUNTY'S 2-1-1 CALLING SYSTEM
(ALL DISTRICTS - 3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and instruct the Chairman to sign the attached Amendment Number Five (Attachment A) to County Agreement Number 73391 with the Information and Referral Federation of Los Angeles County (INFO LINE) to increase the Total Maximum Contract Sum by \$889,000 to allow INFO LINE to begin transition and implementation planning for the County's 2-1-1 calling system effective February 1, 2005, or the day after Board approval, whichever is later. The additional \$889,000 will be funded with 100 percent Net County Cost (NCC) approved by your Board on September 28, 2004 and included in the FY 2004-05 Adopted Budget.
2. Approve an appropriation adjustment for FY 2004-05 in the amount of \$889,000, reflecting the transfer of NCC from Provisional Financing Uses (PFU) to the Department of Public Social Services (DPSS) (Attachment B) to fund expenditures associated with the implementation of the County's 2-1-1 calling system.

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PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current Agreement with INFO LINE provides for the Information and Referral (I&R) Services Program, which includes I&R services for health and human services resources in the community, maintenance of the I&R database, toll-free 24-hour Elder Abuse Hotline, Unincorporated Area Help Line, Employer Call Center Help Line, and the Safely Surrendered Baby Hotline. The Amendment will ensure the continuation of these services while beginning implementation of the County's new 2-1-1 calling system.

On October 16, 2003, INFO LINE was designated by the State's Public Utilities Commission as the sole provider for the 2-1-1 line for I&R services within Los Angeles County. Accordingly, INFO LINE will be the sole-source contractor for the future 2-1-1 agreement that will supersede this agreement upon implementation of 2-1-1. The future 2-1-1 agreement is targeted to be effective no later than July 1, 2005.

Prior to the planned July 1, 2005 launch of 2-1-1, implementation planning, testing and training will be required. On September 28, 2004, your Board authorized \$2 million in funding to be placed in PFU to ensure the effective implementation of the County's 2-1-1 I&R system. This Amendment allows for the implementation planning needed for 2-1-1 start-up and incorporates previously approved funds into the current I&R Agreement.

The I&R Services Agreement's performance outcomes are based on a minimum of 199,500 annual employee-assisted telephone calls for I&R services and the timely, annual update of I&R database entries. It should be noted that INFO LINE has far exceeded the number of calls for the past three years and has updated its database in a timely manner.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Strategic Plan Goal #1: Service Excellence - Provide the public with easy access to quality information and services that are both beneficial and responsive.

FISCAL IMPACT/FINANCING

Amendment Number Five increases the current Total Maximum Contract Sum of the INFO LINE agreement from \$4.5 million to \$5.4 million. The additional \$889,000 will be funded 100 percent by NCC approved by your Board on September 28, 2004 and does not result in any increase to DPSS' share of cost for this Agreement. The \$889,000 appropriation adjustment reflects a transfer of NCC from PFU to DPSS to fund expenditures associated with the implementation of the County's 2-1-1 calling system.

FY 2004-05 Adopted Budget includes \$2 million in the PFU approved by your Board on September 28, 2004.

The use of \$889,000 under this Amendment will leave a balance of \$1.1 million in PFU funds. The funds are planned for use in FY 2005-06 for full 2-1-1 rollout and would be included in the future 2-1-1 contract.

The Amendment allows the Contractor to request a one-time advance payment for Technology Upgrades and Non-Recurring Start-Up costs, not to exceed \$689,644. The Amendment will be in compliance with State regulations and require the Contractor to reimburse the County for advances prior to the end of the current contract term and to return to the County any interest gained on these advances. As this advance will not result in receivables that will be outstanding over one year, they will not have a negative budgetary impact. The Chief Administrative Office has reviewed this provision and concurs with our assessment.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Amendment will be effective February 1, 2005, or the day after Board approval, whichever is later.

The contractor will continue to be paid monthly in arrears for the provision of I&R Services. The rates are firm fixed for the term of this Agreement with no cost of living adjustment (COLA) increase.

For costs associated with 2-1-1 implementation, the contractor shall be paid in arrears for the actual costs incurred with the exception of the one-time advance payment. The amendment requires INFO LINE to submit verification of these expenses as a condition for payment authorization. The Amendment limits the County's obligation to \$888,975 for 2-1-1 implementation of costs included in the amendment.

The contractor, INFO LINE, is a non-profit corporation.

All County required standard terms and conditions are included in the current I&R Agreement.

This Amendment will not result in unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations. The Department has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply to the Agreement.

The CAO concurs with this Amendment, and it has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

This Amendment will allow the County to continue to maintain the I&R program. The approval of this Amendment will not infringe on the role of the County in its relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

The Executive Officer, Board of Supervisors, is requested to return one adopted, stamped Board Letter and three original signed copies of the Amendment to the Director of DPSS.

Respectfully submitted,



Bryce Yokomizo
Director

BY:cc

Enclosures

c: Chief Administrative Officer
County Counsel
County Controller

COUNTY OF LOS ANGELES
REQUEST FOR APPROPRIATION ADJUSTMENT

DEPT'S. No. 140

DEPARTMENT OF PUBLIC SOCIAL SERVICES

1/5/05

28

AUDITOR-CONTROLLER.

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. WILL YOU PLEASE REPORT AS TO ACCOUNTING AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF ADMINISTRATIVE OFFICER FOR HIS RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFOR

3-VOTE
~~ACTION-BA~~

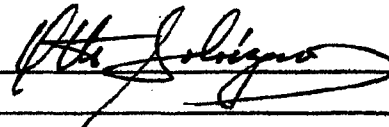
SOURCES:

BOARD OF SUPERVISORS
Provisional Financing Uses
A01-BS-13760-2000
\$889,000

USES:

PUBLIC SOCIAL SERVICES
Services & Supplies
A01-SS-25900-2000
\$889,000

Reflects the appropriation adjustment for DPSS FY 2004-05 Adopted Budget in the amount of \$889,000 in Net County Cost to enable DPSS to begin the implementation of the County's 2-1-1 Information and Referral system.



CHIEF ADMINISTRATIVE OFFICER'S REPORT

REFERRED TO THE CHIEF
ADMINISTRATIVE OFFICER FOR—

ACTION

✓ RECOMMENDATION

AUDITOR-CONTROLLER

BY

Helen J. Jaz

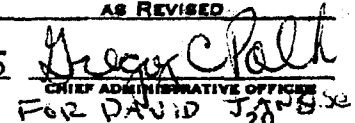
No. 234

JAN 6 2005

APPROVED AS REQUESTED

AS REVISED

JANUARY 6 2005


APPROVED (AS REVISED):
BOARD OF SUPERVISORS

FOR DAVID J. JAZ

BY

DEPUTY COUNTY CLERK

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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January 11, 2005

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

David Sanders, Ph.D.
Director of Department of Children and Family Services

Marvin Southard, D.S.W. *DM for MJS*
Director of Department of Mental Health

SUBJECT: REPORT ON PROTOCOL WITH MIDNIGHT MISSION
(BOARD ORDER #61 – DECEMBER 14, 2004)

This is to provide you with this week's report on the implementation of the protocol developed with the Midnight Mission in Skid Row to assist homeless families at the Mission.

We will continue to provide a weekly report to your Board through June 2005.

BY:fw

Attachment

c: Chief Administrative Offices
County Counsel
Executive Officer, Board of Supervisors
Los Angeles Homeless Services Authority
Public Counsel

"To Enrich Lives Through Effective And Caring Service"

WEEKLY REPORT ON MIDNIGHT MISSION FAMILIES
Week of Monday 1/3/05 through Sunday 1/9/05

A. Families referred to DPSS

- | | | |
|--|----------|----------|
| 1. Number of families referred | | <u>1</u> |
| a) Number of adults | <u>1</u> | |
| b) Number of children | <u>3</u> | |
| Ages 0 - 4 | <u>1</u> | |
| Ages 5 - 10 | <u>2</u> | |
| Ages 11 - 14 | <u>0</u> | |
| Ages 15+ | <u>0</u> | |
| | | |
| 2. Disposition of referrals | | |
| a) Homeless Assistance | | |
| 1) Number of families to whom CalWORKs Homeless Assistance funding for shelter issued | <u>0</u> | |
| 2) Number of families not eligible for CalWORKs Homeless Assistance funding and placed in a family shelter | <u>1</u> | |
| b) CalWORKs Status | | |
| 1) Number of families already on aid | <u>0</u> | |
| 2) Number of families approved and issued CalWORKs | <u>1</u> | |
| 3) Number of families denied | <u>0</u> | |
| Reasons for application denial: | | |
| o did not return to the district office to complete the application process | <u>0</u> | |
| o subsequently determined ineligible | <u>0</u> | |

B. Reason for homelessness

- | | |
|--------------------------------------|----------|
| 1. Evicted | <u>1</u> |
| 2. Domestic violence | <u>0</u> |
| 3. Moved from another county/state | <u>0</u> |
| 4. Prior home declared uninhabitable | <u>0</u> |
| 5. No other shelter available | <u>0</u> |

C. Case Management

- | | |
|-------------------------------------|----------|
| 1. Specialized Supportive Services | |
| a) Number of families screened | <u>1</u> |
| b) Number of families referred for: | |
| o mental health services | <u>0</u> |
| o domestic violence services | <u>0</u> |
| o substance abuse services | <u>0</u> |
| | |
| 2. Child Protective Services (CPS) | |
| Number families referred to DCFS | <u>0</u> |